

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.6.4 Transaction Messaging

The Contractor shall use the ANSI 9510 Draft Standards for Trial Use (DSTU) specifications, which are based on the ISO 8583 specifications for financial transaction messages. Message format shall comply with Federal regulations and Quest Operating Rules.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.6.5 Transaction Processing Performance Standards

Per FNS regulations, the Contractor shall maintain an accuracy standard of no more than two (2) errors per 10,000 transactions processed.

For leased lines, 98% of EBT transactions shall be processed within 10 seconds, and all EBT transactions shall be processed within fifteen (15) seconds. For dial-up systems, 95% of the EBT transactions shall be processed within fifteen (15) seconds, and all EBT transactions shall be processed within 20 seconds. Processing response time shall be measured at the POS terminal from the time the "enter" key is pressed to the receipt and display of authorization or denial information.

The Contractor shall monitor the overall performance of the EBT network. The Contractor shall also monitor disk, CPU, DASD, ARU, and direct-connect terminal usage. The Contractor shall provide details for resource forecasting and demonstrate performance monitoring tools and reports to the State prior to EBT operations. The Contractor shall provide performance-monitoring reports and projected areas for upgrades to federal, State and county representatives upon request. "The State shall review the Contractor's performance and the overall performance of the network. The Contractor shall install monitoring tools that accurately report the performance of the transaction processing platform and the performance of the gateway.

The State recognizes that the Contractor cannot directly control the performance and behavior of TPPs and networks. However, the Contractor shall be responsible for managing the overall performance of the EBT system. This means that the Contractor shall work with any TPP or network that may be identified as contributing to poor performance in an effort to identify the problem and initiate corrective action. The Contractor shall promptly inform the State of any performance issues and recommended corrective action. The State shall have approval over any decision to decertify a TPP or network that is determined to be incapable of maintaining acceptable performance.